

Date – June 24, 2004

RFI-04ITZ0033

State of Connecticut
Department of Children and Families

Request for Information
For

IV-E Eligibility Determination Software

Issue Date:
June 24, 2004

Question Cut-Off Date:
July 8, 2004 @ COB

Due Date:
August 5, 2004 @ 2:00 pm ET

Issued by:

The Department of Information Technology on behalf of:

State of Connecticut
Department of Children and Families
505 Hudson Street, 9th Floor
Hartford, Conn 06106

1. OVERVIEW OF THIS REQUEST FOR INFORMATION

The Connecticut Department of Children and Families (hereinafter referred to as DCF or the Agency) is seeking information from vendors regarding commercially available software designed to meet the specialized requirements for the determinations and associated reporting for the development of IV-E and TANF Claims.

2. REQUIREMENTS AND DEADLINES FOR QUESTIONS AND RESPONSES

This Request for Information (RFI) outlines the type of information being solicited from vendors and includes guidelines for content and format of responses. From this RFI's issuance date **June 24, 2004**, vendor(s) choosing to respond to this RFI will have **two (2) weeks** to respond with questions and **six (6) weeks** to submit their completed written responses.

All questions must be in written form, submitted using electronic mail and addressed to suzanne.niedzielska@po.state.ct.us. Written questions must be submitted **no later than July 8, 2004 COB**.

Parties desiring to respond to this RFI must do so in writing, providing one original and **three (3)** complete copies of the submitted response. Responses must be received by the Agency **no later than August 5, 2004 2:00 PM EST**. The postal address for RFI responses is:

Ms. Suzanne Niedzielska, Ph.D
State of Connecticut
Department of Children and Services
505 Hudson Street, 9th Floor
Hartford, CT 06106

Attn: RFI-04ITZ0033

3. STATEMENT OF PURPOSE

The purpose of this RFI is to gather company and product information from vendors who may develop and market IV-E Eligibility software solutions. Information being sought includes IV-E capabilities, basic product and business functionality, required technology platform(s), compliance with Federal, State and Agency requirements as well as other specifics, including the size of the user base, ease of maintenance and planned enhancements.

ONLY VENDORS WITH VIABLE IV-E SOLUTIONS NEED RESPOND. Do not include marketing materials with your response as they will be discarded. Responds should be organized in (3) three ring binders and include a Table of Contents.

4. STATEMENT OF OBLIGATION

The Agency is seeking responses to this RFI for **informational purposes only** and shall not be bound or obligated in any way to use any of the information received. Vendors responding to this RFI will not be compensated in any way, nor will responding to this RFI enhance, promote or guarantee any vendor's chances of receiving future work from the Agency. Conversely, a vendor's decision not to respond to this RFI will not be considered detrimental to that vendor should that vendor desire to compete for future work.

In addition, the Agency will not be providing feedback regarding the quality or suitability of the vendor's solution to any subsequent RFP. The Agency may, however, contact individual respondents for clarification of information contained in their response to this RFI.

Vendors are welcome and encouraged to direct the Agency to jurisdictions with operating model installations or offer product demonstrations, but the State reserves the right to accept or decline any such referrals.

5. OVERVIEW OF IV-E ELIGIBILITY SERVICES AT THE AGENCY

The Department of Children and Families (DCF) is responsible for maximizing the valid reimbursement of State expenditures related to IV-E and TANF services for the children and their families served by the Agency. The Agency is tasked with ensuring that the State of Connecticut achieves the maximum possible rate of substantiated reimbursements permitted by law.

5.1 OVERVIEW OF TITLE IV-E

Title IV-E offers federal assistance for a wide range of services related to child abuse and neglect and to enable children to remain in their own homes. It also offers temporary support for children in foster homes and childcare institutions, as well as adoptions, and the support for the administration and management of the child welfare program.

A review to determine initial IV-E eligibility and a complete annual redetermination is required for all children residing in out-of-home care including those of Parole Services. Documentation that substantiates initial and on-going eligibility for the Title IV-E program is maintained at the Agency's Central Office, located in Hartford, Connecticut.

5.2 LEGISLATIVE AND STATUTORY FOUNDATION

The legislative foundation for the Agency's administration of IV-E Eligibility resides in Title IV, Part E of the Social Security Act; Public Law 96-272; and Department of Health and Human Services, Administration for Children and Families, 45 Code of Federal Regulations (CFR), Parts 1355, 1356, and 1357, Final Rule.

In addition, the United States Department of Health and Human Services, Administration for Children and Families (ACF) has articulated specific technical and administrative requirements that define the expectations of every State's Statewide Automated Child Welfare Information System (SACWIS) under which IV-E Eligibility services are to be administered. SACWIS was the first legislative initiative that provided impetus and resources for the merging and linking of these multiple information requirements into a single, comprehensive child welfare services focused system.

During the interim October 1993 through September 1996, States were able to design and implement integrated child welfare information systems utilizing Federal resources specifically earmarked for this important purpose. The timing of the SACWIS initiative was particularly opportune in that acquisition costs of information systems technology infrastructure and equipment declined to the stage where case workers and supervisors can now have ready access to computers and services critical to their daily work and interaction with clients. Complicating matters are third-party advocates of children and families that may, from time to time, initiate legal actions that add additional administrative oversight, outcome reporting and changes to the agency business model.

5.3 AGENCY IV-E ELIGIBILITY POLICY AND RELATED DEFINITIONS

In addition to federal requirements for the integration of eligibility data and automation into the agency SACWIS, the Agency itself has specific policy that frames IV-E eligibility initial determinations and redeterminations:

Policy Title IV-E eligibility shall be established at the time the child enters the care and responsibility of the Department. A redetermination of eligibility shall be completed on an annual basis throughout the child's entire placement episode.

Definitions The following are definitions of commonly used terms throughout this policy:

Processing Technician

The processing technician is a Revenue Enhancement staff person responsible for communicating with social workers, court liaisons and other agencies to obtain necessary documentation to determine and maintain entitlement to federal programs, in addition to granting and maintaining medical coverage for children in out-of-home placements.

Eligibility Month

The eligibility month is defined as the month in which the petition or motion was filed which led to the court-ordered removal or the month in which the voluntary placement agreement was signed. This month serves as the starting point to determine whether the child meets eligibility criteria.

Placement Episode

A Placement episode refers to a period of continuous out-of-home placement triggered by a removal from the home.

Trial Home Visit

A trial home visit is a visit that occurs when the case goal is reunification and a committed child returns home for a period not to exceed six months unless ordered by the court.

Judicial Determination

A judicial determination is a court ruling, order or affidavit signed by a judge.

Criteria

Title IV-E eligibility criteria are determined by the following factors:

- ◆ Physical or constructive removal,
- ◆ Age of the child,
- ◆ Legal authority,
- ◆ Aid to Families with Dependent Children (AFDC) criteria test,
- ◆ Supplemental Security Income (SSI) benefits, and
- ◆ Licensed placement.

**Physical or
Constructive
Removal**

The child must be physically or constructively removed as defined by the Code of Federal Regulations (45 CFR 13) from the home of a specified relative to be IV-E eligible. Constructive removal is a non-physical or paper removal of custody from the parents or legal guardian under certain circumstances.

Age of the Child

The child must be under eighteen (18) years of age or eighteen (18) years old but expected to complete high school equivalency before the age of nineteen (19) to be IV-E eligible.

If the child is eighteen (18) years old and not expected to complete high school equivalency before the age of nineteen (19), the child loses eligibility on the eighteenth (18) birthday.

Legal Authority

For the child to be IV-E eligible, the Department must have legal responsibility for the care of the child via a court order or a voluntary placement agreement (VPA) at the time of the removal from the home, and continuous legal responsibility for the care of the child throughout the entire placement episode.

If there is a lapse in legal responsibility, then the child shall not be IV-E eligible for the duration of the lapse.

**Contrary to
Welfare Language**

If a child is removed as a result of a judicial determination, the first judicial determination that sanctions, even on a temporary basis, the removal of the child from the home, shall state that:

- ◆ Remaining in the home is contrary to the welfare of the child, or
- ◆ Placement is in the best interest of the child.

If the judicial determination regarding the finding of contrary to the welfare of the child is not made in the first court ruling pertaining the removal from the home, then the child is not IV-E eligible for the duration of that stay in foster care.

**Initial Reasonable
Efforts**

The initial or subsequent judicial determination must have legal language to satisfy the reasonable efforts statement, and be obtained within sixty (60) days from the date of the child's removal from his or her home. If a reasonable efforts statement is not in the initial judicial determination but is in a

subsequent judicial determination within sixty (60) days of the date of the child's removal from the home, then the required language for reasonable efforts is met.

IV-E eligibility begins with the judicial determination that led to the child's removal if all other criteria are met. If the reasonable efforts criteria are not met within sixty (60) days of the child's removal from his or her home, the child loses eligibility from the date of the initial court order and throughout this placement episode.

The Department shall make reasonable efforts to prevent, or eliminate the need for removal of the child from his or her home if possible in order for a child to be eligible under Title IV-E.

To verify that this requirement has been met the Department shall provide evidence of its actions to a court of competent jurisdiction, and obtain a ruling by a judge that states that the Department has made reasonable efforts.

The two possible court rulings that meet the intent of the law are:

- ◆ That reasonable efforts were made to prevent the placement, or
- ◆ That reasonable efforts were not possible.

**Reasonable Efforts
to Finalize
Permanency Plan**

The Department shall further:

- ◆ Make reasonable efforts to reunify the child with his or her family, and
- ◆ Make and finalize a permanency plan.

The continued findings of reasonable efforts shall be obtained every twelve (12) months while the child is in foster care. A judicial determination that reasonable efforts were made to finalize the permanency plan in effect shall be obtained within twelve (12) months of the date the child entered foster care and every twelve (12) months thereafter while the child is in foster care. If such a determination is not obtained, the child loses Title IV-E eligibility from:

- ◆ The end of the twelfth month following the date the child entered foster care, or
- ◆ The end of the month in which the most recent judicial determination of reasonable efforts to finalize a permanency plan was made.

The child remains ineligible until such judicial determination is obtained.

**Aid to Families
with Dependent
Children (AFDC)
Criteria Test**

The child meets the Aid to Families with Dependent Children (AFDC) criteria test if the child would have received AFDC (according to IV-A eligibility criteria effective July 16, 1996) in the home from which he or she was removed during the eligibility month, which is the month of the:

- ◆ Filing of the petition or motion that led to the court-ordered removal, or

- ◆ Signing of the voluntary placement agreement (VPA).

These conditions must be met at the time the child enters Department care. The criteria are as follows:

- ◆ Relatedness: the child is living with a specified relative; i.e. parent: natural, adoptive, or step parent; sibling, aunt, uncle, first cousin, or any relative who is in the fifth degree of kinship during the eligibility month or at least six (6) months prior to the eligibility month;
- ◆ Economic deprivation: the child must be deprived of the support of one or both parents as a result of :
 1. Death
 2. Disability
 3. Continued absence from the parental home, or
 4. Unemployment of the principal wage earner;
- ◆ Financial need: an asset and income test must be made. If the child was removed from a parent, step parent, or adoptive parent, then the monthly gross income of the household must be considered. If the child was removed from the home of a non-parent, specified relative, then only the income of the child and sibling(s) in the same household is considered.

The following additional AFDC criteria are to be met for continued eligibility at the time of the annual redetermination:

- ◆ Continued economic deprivation throughout the placement episode, and
- ◆ Economic need:
 1. The child's income must not exceed one-hundred per cent (100%) of the foster care rate, and
 2. The child's assets must not exceed ten thousand (10,000) dollars.

Trial Home Visit

A committed child who is returned home on a trial home visit is considered to be in continuous care. If a trial home visit:

- ◆ Extends beyond six (6) months without authorization by the court or
- ◆ Exceeds the time period the court has deemed appropriate, and
- ◆ The child is subsequently returned to foster care.

That placement shall then be considered a new placement and Title IV-E eligibility shall be newly established. Under these circumstances, the judicial determinations regarding contrary to the welfare status and reasonable efforts to prevent removal are required.

Voluntary Placement

If the child was removed as a result of a Voluntary Placement Agreement (VPA), there shall be a judicial determination made within one-hundred and eighty (180) days of the child's placement containing a best interest statement

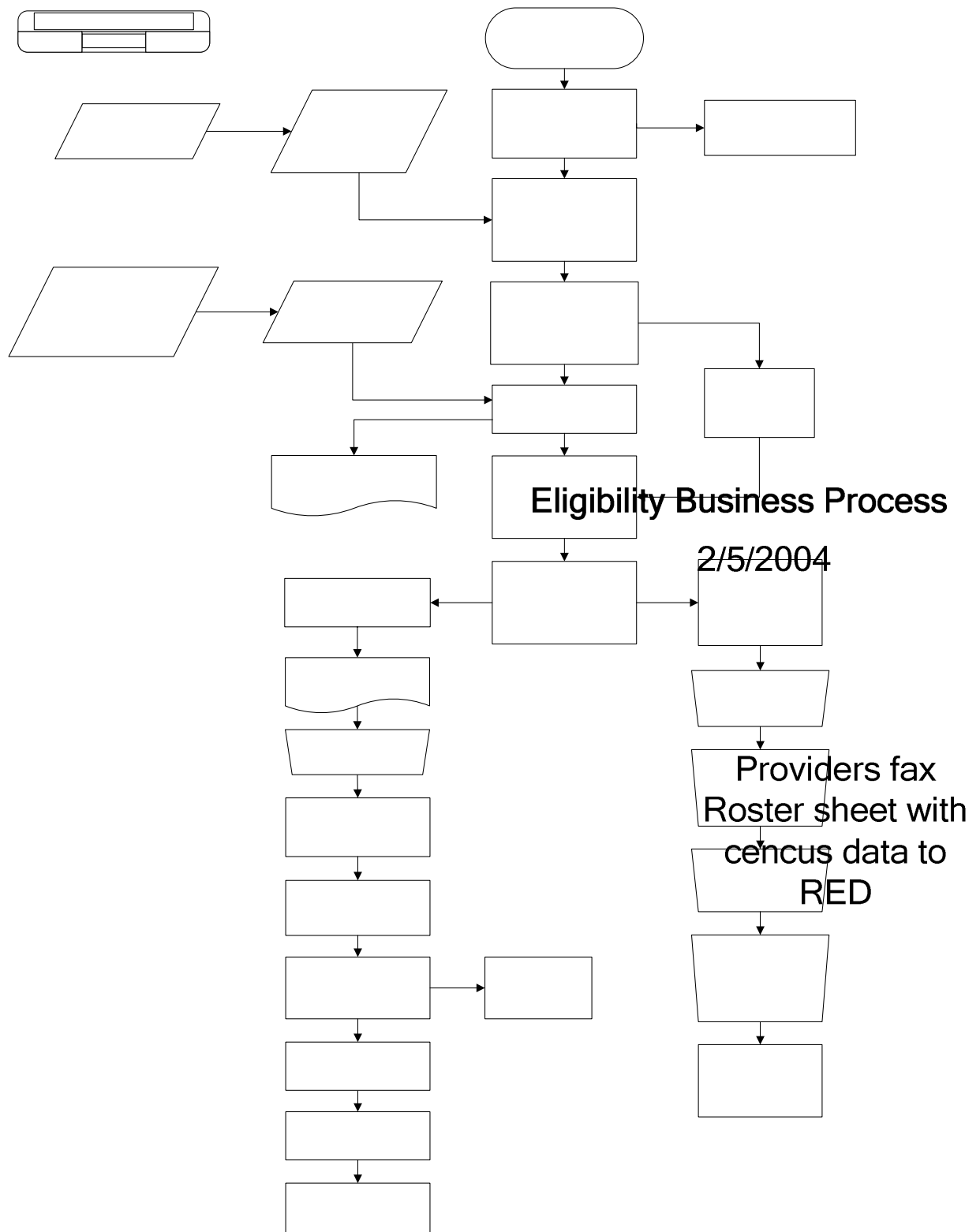
Agreement for Protective Services or Voluntary Services Program	<p>for the child to be IV-E eligible beyond the first one-hundred and eighty (180) days of the child's placement.</p> <p>If there is no judicial determination made with the required best interest statement by the one-hundred and eighty first day, the child shall still be IV-E eligible for the first one-hundred and eighty (180) days of the child's placement if all other criteria are met. These requirements shall apply each time a placement episode occurs.</p>
Supplemental Security Income (SSI) Benefits	<p>The child cannot be in receipt of Supplemental Security Income (SSI) benefit payments and be IV-E eligible during the same months.</p> <p>This criterion shall not apply to Social Security Assistance (SSA) benefit payments.</p>
Licensed Placement	<p>The child must be placed in one of the following licensed placements:</p> <ul style="list-style-type: none">◆ Relative or non-relative foster family,◆ Private, non-medical group home or child care institution, and◆ Public, non-medical group home or child care institution with a capacity for twenty-five (25) beds or fewer.

5.4 INITIAL PLACEMENT AND REASONABLE EFFORTS

As described in agency policy, an initial judicial determination of Reasonable Efforts (RE) to prevent the removal of a child from their home is required within 60 days of the date the child is removed from the home. If the judicial determination is not made within the 60 day window, Federal regulation, 45 CFR 1356.21(c), provides that the failure to make a timely and adequate finding of RE results in the loss of federal Title IV-E funding for the duration of the foster care stay.

Federal guidelines governing IV-E eligibility claiming are quite strict and expect that legal documentation used for substantiation is completed correctly and in a timely manner.

5.5 OVERVIEW OF ELIGIBILITY WORKFLOW



RED = Revenue Enhancement Division ● AOSW = Area Office Social Worker ● AO = Area Office

Additional Quarterly
inputs in Excel (SSI,
SSA, Financial
Credits, Allowable

5.6 BUSINESS REQUIREMENTS

5.6.1 ASSIGNMENTS

- ◆ Generate monthly electronic **initial** eligibility workload assignments to the Processing Technicians based on SACWIS payment information and a payment database that includes payments made outside of SACWIS.
- ◆ Assign workload according to a Processing Technician location table.
- ◆ Permit manual re-assignment of workload by Supervisor.
- ◆ Include foster care, adoptions, new placements that were paid in the previous month, and children re-entering care after 6 months in the **initial** workload assignments.
- ◆ Generate periodic **re-determination** workload assignments based on a review date carried on a IV-E/TANF eligibility file. Include **re-determination** notices to the Processing Technicians based on precipitating events i.e., changes in provider license status, changes in legal status, discharges from care, transfers of guardianship, clients aging out, and adoptions.
- ◆ Generate **data collection notices** (paper and/or electronic) to Social Workers corresponding with certain initial and re-determination workload assignments to Processing Technicians.

5.6.2 ELIGIBILITY DETERMINATION WORKSHEETS

- ◆ Generate online eligibility determination worksheets corresponding to the initial and re-determination workload assignments.
- ◆ Populate worksheets with income, asset, legal, and licensure data gathered from DCF and/or DSS electronic files, and the eligibility history file. Allow for manual updates of same data.
- ◆ Perform AFDC asset and income calculations based on data gathered from the DCF and/or DSS electronic files, and manual entry.
- ◆ Apply IV-E eligibility rules to the data within the worksheet and suggest a IV-E eligibility determination code on the worksheet to be approved, or modified by the Processing Technician.

5.6.3 ELIGIBILITY FILE

- ◆ Maintain a child specific eligibility history file of IV-E and TANF eligibility determination results.
- ◆ Allow for manual updates/corrections.
- ◆ Populate the eligibility history file with the approved eligibility determination results from the completed worksheets along with the identifier of the person completing the determination, date of the review, and the legal status.
- ◆ Maintain a history of court order dates to be used in reporting.

5.6.4 REPORTING

Online

- ◆ Maintain individual and summary **workload assignments** – pending and/or completed with the ability to retrieve data by Processing Technician, review date or date range.
- ◆ Allow for on-line retrieval of data from the eligibility history file by child, IV-E eligibility code(s), eligibility start date, review date, and date ranges.

Claim

- ◆ Match the eligibility history file with the claim payment information from SACWIS and an ancillary database(s) that includes payments and credits made outside of SACWIS.
- ◆ Apply a provider specific rate schedule file that includes IV-E eligible percentages in the IV-E claim calculation.
- ◆ Produce detailed and summary financial and caseload **IV-E and TANF claim reports** quarterly that include 24 months of historical information.
- ◆ Account for all claims in the accounting period and distribution between federally reimbursable and non-reimbursable.
- ◆ Generate reports for retroactive claim adjustments.
- ◆ Provide TANF reports that include only TANF eligible costs for non IV-E eligible clients.

Other

- ◆ Produce child specific reports of **court order information** extracted from the eligibility history file summarized by social worker assignment and location.

6. OVERVIEW EXISTING TECHNICAL ENVIRONMENT

The Agency currently relies on a Microsoft-centric infrastructure. The Agency's workforce is distributed throughout the State, centralized hosting services supplied by the Department of Information Technology's data center. The current infrastructure features:

Desktop Operating Systems:	Windows 2000 Professional Windows XP Professional
Server Operating Systems:	Windows 2000 Server Windows 2003 Server
Business Systems:	LINK (SACWIS - PowerBuilder Client Server) LINK Reporting (SQLServer, IIS, ASP) Microsoft Word Microsoft Excel Microsoft Access (Limited) Microsoft PowerPoint (Limited) Microsoft Visio (Limited) SPSS Data Manager (Limited)
Relational Databases:	Mainframe Hosted IBM DB/2 (SACWIS OLTP) IBM UDB (Development) Microsoft SQLServer 2000 (SACWIS OLAP) SPSS (OLAP Research Database)
Network:	Domain Controller Model TCP/IP LU 6.2 SNA Gateway (for DB2 Access)
Security:	Novell eDirectory (State) Microsoft Active Directory (Agency)
Collaboration:	Microsoft Exchange Server Microsoft Outlook
Electronic Mail:	Microsoft Exchange Server Microsoft Outlook
Directory Services:	Microsoft Active Directory
Web Services:	Microsoft IIS
Messaging:	IBM WebSphere MQ (State Standard) <i>(Not used by the Agency at this time)</i>

6.4 SPECIFIC TECHNICAL REQUIREMENTS FOR IV-E SOFTWARE

The technological solution shall reside on State premises and it is desirous that the target technical architecture should conform to the State of Connecticut Enterprise Wide Technology Architecture standards. The preferred architecture should be *n*-Tier, preferably developed in .NET, although a J2EE environment is also acceptable. For purposes of compliance and standards, the database should be capable of residing on DB2.

Any reasonable technology submission will be considered, as the ultimate goal is to accomplish the principle business objectives. Respondents should provide technology requirements for their product(s) including, if necessary, any special needs for making application modifications or deployment. The Agency requires respondents to clearly state the requirements of each platform. All third party or proprietary hardware or software should be identified with respective version numbers. Browser product and support level must be identified.

If adjunct services such as application development and/or maintenance, data file conversion, product installation and training are also available these should be identified. Any and all rates for these services, if not part of the purchase price, should be identified as discussed in *Section 10.3*.

6.5 EXISTING IV-E SYSTEMS THAT INTERFACE WITH THE AGENCY SACWIS

The Agency interfaces with a number of State systems to ensure that Title IV-A, IV-D and XIX services are properly managed and processed.

Title IV-A (TANF)	Department of Social Services
Title IV-D	Department of Social Services
Title XIX (Medicare)	Department of Social Services

7. SPECIFIC BUSINESS REQUIREMENTS FOR IV-E SOFTWARE

Please refer to following table for specific business requirements and expectations for the IV-E software. These requirements are based in part on the U.S. Department of Health and Human Services, Administration for Children and Families (ACF) specifications and expectations for processing IV-E eligibility transactions and claiming. For the most part, the specification language below mimics that of the ACF, departures from this language are bracketed “[]”

Relative to the interfaces identified in *Section 6.5*, there is no State expectation or requirements that the software meet the interface requirements as cited by ACF in the applicable *Action Transmittals*. Satisfaction of IV-A, IV-D and XIX interface requirements will be the responsibility of the State. However, the vendor should be cognizant of all interface and related exchangeable data contained in SACWIS regulation so as not to duplicate data that may become a compliance issue for the Agency.

References to the terms “automated system” or “software” refers to the proposed vendor solution and references to “interfaces” refers to software’s capability to send and/or receive data from outside systems in an automated and unattended manner.

SPECIFIC IV-E FUNCTIONAL REQUIREMENTS

SPECIFIC IV-E FUNCTIONAL REQUIREMENTS	
<u>II.A.1 - Determination of IV-E Eligibility</u>	
<i>The software must provide for the exchange and referral of information necessary to determine eligibility under Title IV-E through an interface with the Title IV-A (TANF) system.</i>	
1.	An interface must exist that permits for the exchange of common or relevant data between the two systems (to prevent duplicate data entry).
2.	The interface must be capable of accept[ing] and process[ing] updated or new case data.
3.	Identify potential duplicate payments under Title IV-E and Title IV-A programs.
4.	All data used for determinations must be available [to] the automated system. [It is preferred that the software be able to communicate with and store data on DB2 so that information necessary to accurate determinations can be used from the State SACWIS.]
5.	Uses automated calculations to ensure that all eligibility factors are consistently and accurately applied in every eligibility determination.
6.	Uses the automated system to support the determination of AFDC-related eligibility for Title IV-E.
7.	The system provides for recording and tracking the legal requirements (judicial determination) related to IV-E eligibility.
8.	The system determines and tracks a child's IV-E eligibility in an out-of-home placement (e.g., type of facility, license status, etc.).
<u>II.A.2 - Verify Eligibility for other Programs</u>	
<i>The automated system must provide for the exchange and referral of information necessary to determine eligibility/status under other related programs, such as Title XIX (Medicaid) or IV-D.</i>	
1.	The interface must provide for the exchange of data necessary to establish a child support case.
2.	The interface must accurately record child support collections on [the] appropriate Title IV-E Federal reports.
3.	The interface must identify potential child support resources for the Title IV-E child.
4.	The interface must allow for the automatic exchange of common or relevant data between the two systems (to prevent duplicate data entry).
5.	The interface must accept[ing] and process[ing] updated or new case data.
9.	The interface must allow for the automatic exchange of common or relevant data between the two systems (to prevent duplicate data entry).
10.	The State [is able to] use the automated system to support the determination of AFDC-related eligibility for Title IV-E.
<u>II.A.3 – Record Authorization Decisions</u>	
<i>The automated system must produce the alerts, notices and reports needed to provide information on and track the initial eligibility determinations.</i>	
1.	The system provides for recording the eligibility authorization decisions. [The State is desirous that the software be able to access and use the Agency SACWIS repository]

SPECIFIC IV-E FUNCTIONAL REQUIREMENTS	
<u>II.A.4 – Generate Documents related to Eligibility Determinations</u>	
<i>The automated system must produce for the recording of eligibility authorizations.</i>	
1.	The system produces the alerts/ticklers, notices, and reports needed to provide information on and track the initial eligibility determinations.
<u>II.B.2 - Generate Documents related to Eligibility Determinations</u>	
<i>The automated system must produce the alerts, notices and reports needed to provide information on and track the changes in eligibility status.</i>	
1.	The system provides for the processing of regularly scheduled and as needed program recommendations and recording of redetermination decisions.
2.	The system produces alerts/ticklers, notices, and reports, (such as exception reports) needed to provide information on and track the changes in eligibility status.
<u>VII.B.2 - Produce other Federal Reports</u>	
<i>The system generates required Federal reports, such as IV-E-1 (IV-E-12), in either paper or electronic formats as required.</i>	
1.	The [system] produces the IV-E-1 Report in paper or electronic format.

8. RESPONSE CONTENT

Each respondent is being asked to provide the following information:

8.1 RESPONSE CONTENT

The Agency is seeking organization and client profile information, which may include their resellers or implementation partners.

1. Formal Company Name
2. Company Trade Name (If Different)
3. Company Business Address
4. Corporate TIN
5. Company Contact Information
 - a. RFI Response Contact Person
 - b. Daytime Telephone
 - c. Electronic Mail Address
 - d. Company Web Site
6. Publicly or Privately Held
7. Stock Symbol (Public Companies)
8. Corporate Status (C Corporation, 501(C) 3, LLC, etc.)
9. Date of Incorporation
10. Number of Business Locations
11. Number of Employees
12. Number of Developers
13. Number of Help Desk or Support Staff
14. Number of Active Clients or Customers
15. Years of Experience with IV-E Services

This information will be used to gain a better understanding of the nature and capability of each respondent including their experience with state child welfare agencies.

8.2 GENERAL PRODUCT INFORMATION

The Agency is looking for clear, concise and accurate statements about product functionality and features. To help the Agency quickly identify and compare features, it is asking respondents to group functionality by category names when possible. At a minimum, please include the following information:

General Product Information

1. Product Name
2. Original Release Date
3. Current Version Number
4. Installed Client Base
5. Largest Client, Size
6. Smallest Client, Size
7. Support Platforms
8. Recommended Platform
9. Supported Databases
10. Recommended Database
11. Supported Networks Protocols
12. Recommended Network Protocol
13. Security Protocols Used/Required
14. Supported Reporting Environments
15. Recommended Reporting Environments
16. Architecture Description and Illustration
17. Description of API, if any
18. Description of EAI, if any
19. Description of Compliance with XML Standards, if any
20. Description of Security Architecture
21. Description of Audit Capability, if any
22. Description of adherence with HIPAA, if any
23. Description of Warranty
24. Describe Defect Tracking Resolution Process
25. Help Desk or Support Protocols
26. Description of Software Assurance, Maintenance or Upgrade Protocols
27. Description of Training Curriculum
28. Compliance with Software and Ownership Rights as specified in 1999 CFR Title 45 Part 95-617

Product's IV-E Information and Capabilities

1. Description of IV-E Services
2. Determination Process
3. Redetermination Process
4. Federal and Product Reporting, include samples if possible.
5. Description of Federal Audit exceptions, if any, against proposed vendor product.
6. Known Restrictions

8.3 PROJECTED COSTS AND EXPENSES

The Agency anticipates approximately 20 - 30 end-users. The Agency is interested in sizing each package in terms of licensing and deployment costs. Therefore, respondents are asked to include approximate license cost and/or formula to calculate at list price rates including per seat internal external clients, server architecture and file size cost. Please include a general estimate of total deployment costs, to include costs for installation, specialized hardware of software, use of consulting staff and so forth, excluding hardware and license costs, based on completed projects of similar size.

1. Retail Cost
2. Government Discounts, if any
3. Volume Discounts, if any
4. Training Fees
5. Annual Support Fee(s)
6. Annual Maintenance or Upgrade Fees(s)
7. On-Site Rate (Consulting) Schedule
8. Other Fees that may be Applicable or encountered.

11. PRESENTATIONS

RFI responses will be reviewed by the Agency staff and the Department of Information Technology (DoIT). Respondents providing clear, concise information may be invited to make oral presentations and product demonstrations to staff members.

Only a limited number of firms will be invited to make presentations. Those firms not invited to participate in the RFI presentations will still have an equal opportunity to compete in any future RFP, should such an RFP be published. It is possible that some respondents will not be invited due to logistical and time constraints. All onsite presentations will occur on State premises.